

MARKET RESEARCH QUESTIONNAIRE

1. Submit a letter of interest and identify your capabilities. This document should identify:
Type of services provided by your firm, Size and type of services provided by previous contracts (elaborate and provide detailed information and past performance), number of years in business
2. Describe the services provided for contracts identified as same/similar services. Include the pricing arrangement, performance period, and quantify the amount of work/services provided.
3. Identify the geographical areas where your company provides services
4. Describe your expected programmatic approach (in-house, teaming, subcontracting, etc.). Respondents must provide their strategy for accomplishing this work, including the percentage of work that will be done by eligible small, service-disabled veteran-owned and 8(a) certified businesses.
5. Describe your Quality Assurance/Quality Control process for the management of document review, and the corporate policy for measuring performance.
6. Describe your experience in utilizing document imaging work flow systems.
7. Describe your experience using medical terminology in previous contracts.
8. Describe you experience managing a call center that provides services to a variety of customers.

Note: The FAA will not pay for any information received or costs incurred in preparing the response to the market survey. Therefore any cost associated with the market survey submission is solely at the interested vendor's expense.